



Lallies Embroidery
www.lalliesembroidery.co.za

POPIA Compliance Statement for Lallies Embroidery

1. Introduction

Lallies Embroidery (hereinafter referred to as "we," "us," or "our") is committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully, and transparently. This document outlines our practices in compliance with the Protection of Personal Information Act (POPIA), Act No. 4 of 2013.

2. Personal Information Collection

We collect personal information from you when you visit our website, place an order, or communicate with us. The types of information we collect include:

- Contact details: Name, email address, phone number, and postal address.
- Order details: Information about the products you order, including payment information.
- Communication history: Records of our communications with you, including inquiries and customer service interactions.

3. Use of Personal Information

Your personal information will only be used for the following purposes:

- Processing orders: To fulfill your orders and manage your account.
- Communication: To send you information about your orders, respond to your inquiries, and provide customer support.
- Marketing: To send you promotional offers, newsletters, and other marketing communications, subject to your consent.
- Improvement of services: To improve our products, services, and website based on your feedback and interactions.

4. Sharing of Personal Information

We do not sell, rent, or trade your personal information to third parties. However, we may share your information with:

- Service providers: Third-party vendors who assist us in providing our services, such as payment processors and delivery companies. These providers are contractually obligated to protect your information and use it only for the purposes we specify.
- Legal requirements: If required by law, we may disclose your information to authorities to comply with legal obligations or protect our rights and safety.



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5. Data Security

We implement appropriate technical and organizational measures to protect your personal information against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access. We regularly review our security practices to ensure the confidentiality, integrity, and availability of your data.

6. Your Rights

You have the following rights regarding your personal information:

- Access: You have the right to request access to the personal information we hold about you.
- Correction: You can request corrections to your personal information if it is inaccurate or incomplete.
- Deletion: You can request the deletion of your personal information, subject to certain legal exceptions.
- Objection: You have the right to object to the processing of your personal information for direct marketing purposes.
- Withdrawal of consent: Where we rely on your consent to process your personal information, you can withdraw that consent at any time.

To exercise these rights, please contact us at info@lalliesembroidery.co.za.

7. Changes to This Policy

We may update this POPIA Compliance Statement from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the new policy on our website and updating the effective date at the top of this document.

8. Contact Us

If you have any questions or concerns about this POPIA Compliance Statement or our data practices, please contact us at:

- Email: info@lalliesembroidery.co.za
- Phone: 082 333 2965